

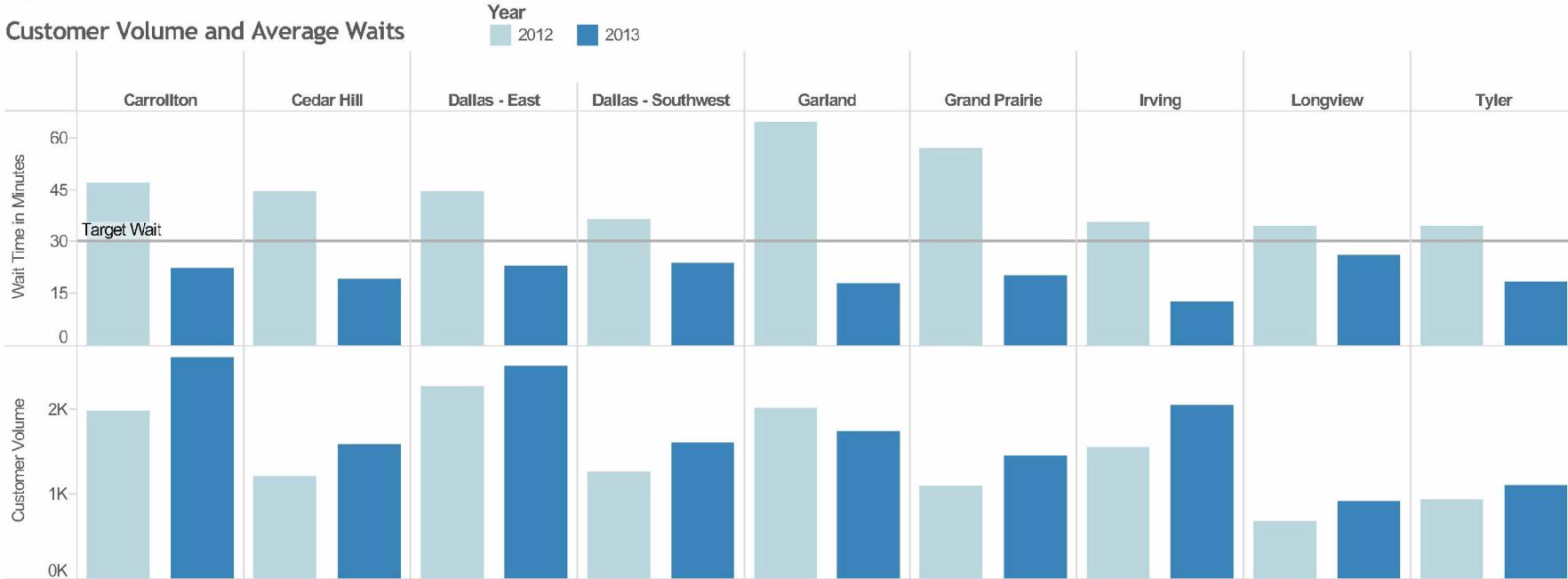


## Driver License Regional Weekly Review

Region 1A: Dallas Area

Week 20 2013: May 13 - May 17

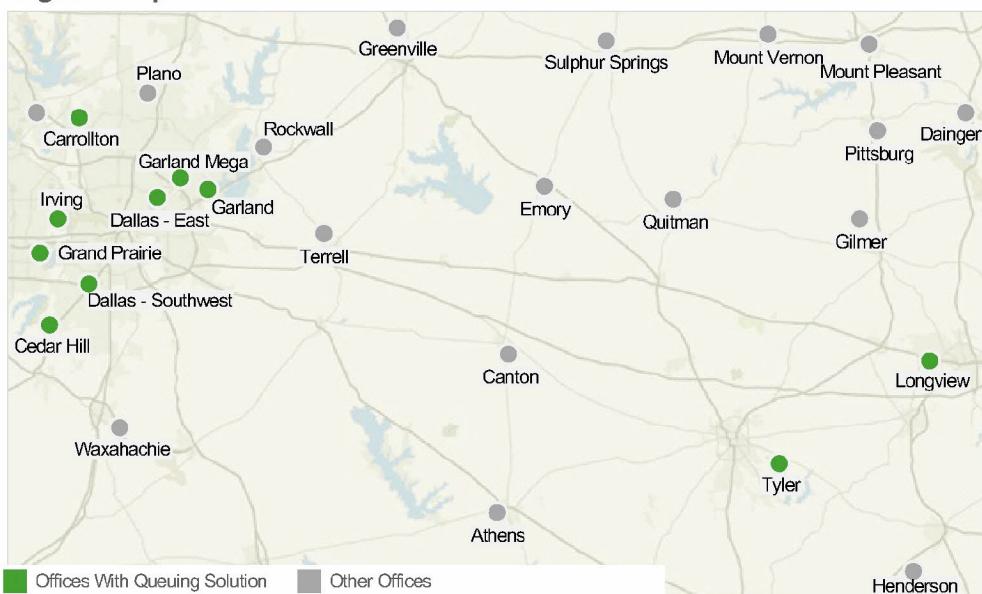
## Customer Volume and Average Waits



## Performance by Transaction Type

OfficeName	Customer Volume			Avg. Wait Time in Minutes		
	Replace & Renew	Originals	Other Types	Replace & Renew	Originals	Other Types
Carrollton	1,256	565	598	11	29	25
Cedar Hill	716	444	224	7	8	27
Dallas - East	1,209	610	361	17	43	25
Dallas - Southwest	744	474	305	25	26	23
Garland	809	391	147	12	24	15
Grand Prairie	611	425	208	13	16	17
Irving	767	462	617	5	12	15
Longview	535	250	93	25	27	24
Tyler	541	285	189	13	23	19

## Regional Map

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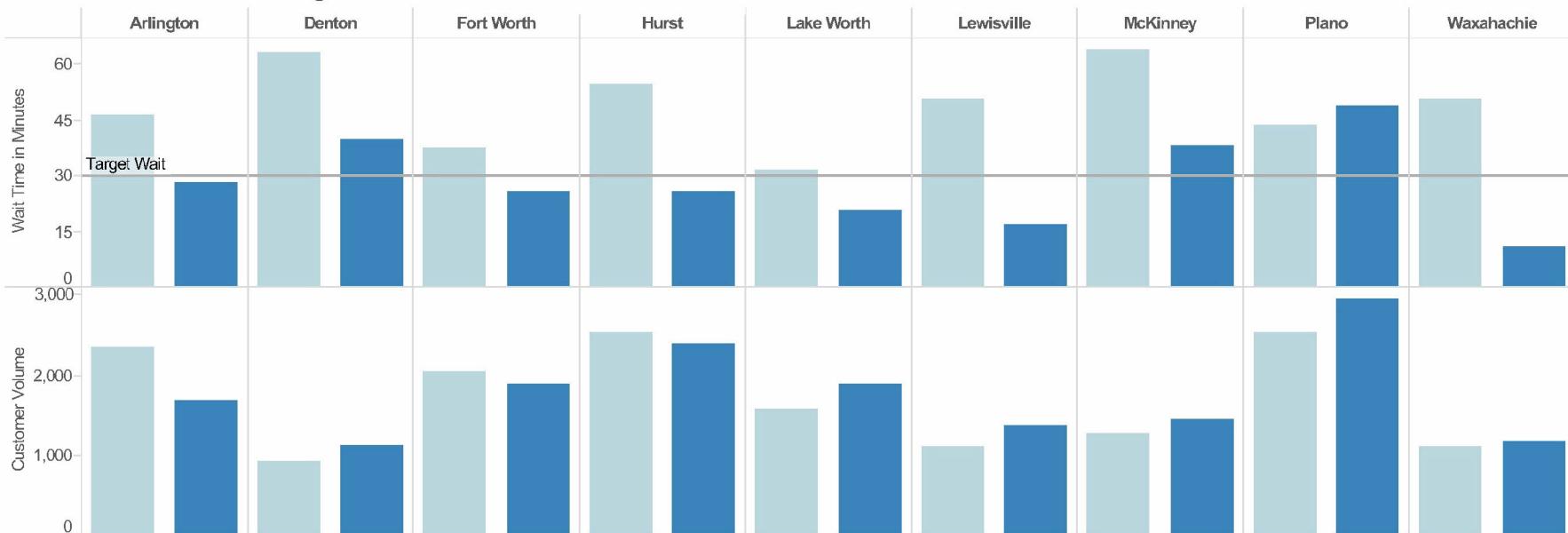
## Driver License Regional Weekly Review

Year  
2012      2013

Region 1B: Fort Worth Area

Week 20 2013: May 13 - May 17

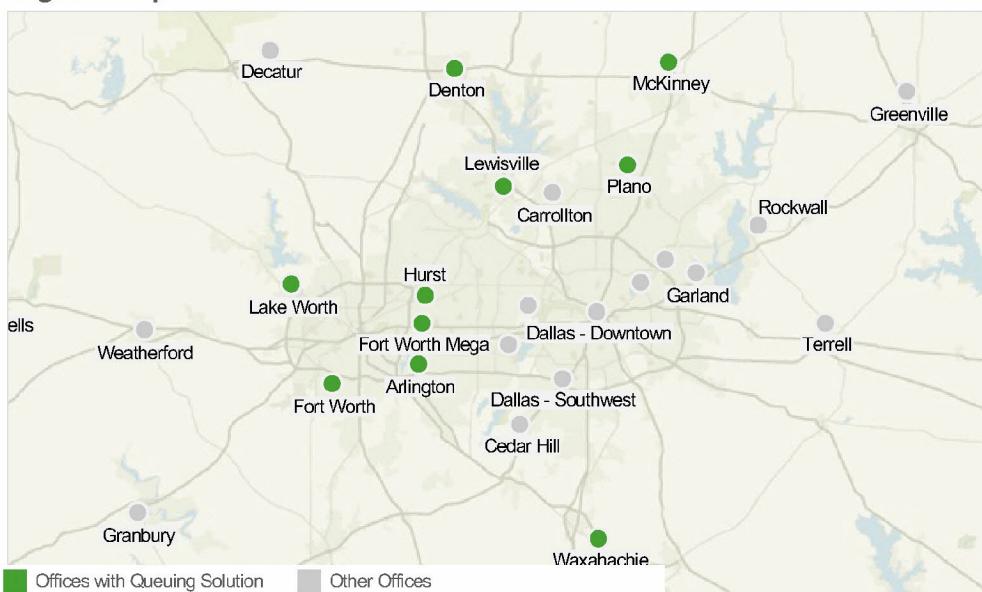
## Customer Volume and Average Waits



## Performance by Transaction Type

OfficeName	Customer Volume			Avg. Wait Time in Minutes		
	Replace & Renew	Originals	Other Types	Replace & Renew	Originals	Other Types
Arlington	812	297	259	24	43	26
Denton	516	179	331	42	46	33
Fort Worth	1,018	415	177	16	30	30
Hurst	1,171	430	432	22	24	21
Lake Worth	916	328	189	15	17	16
Lewisville	685	300	235	14	28	16
McKinney	752	419	167	35	55	24
Plano	1,247	439	940	53	70	50
Waxahachie	404	150	241	8	10	9

## Regional Map





## Driver License Regional Weekly Review

Year  
2012      2013

Region 2A: West Houston

Week 20 2013: May 13 - May 17

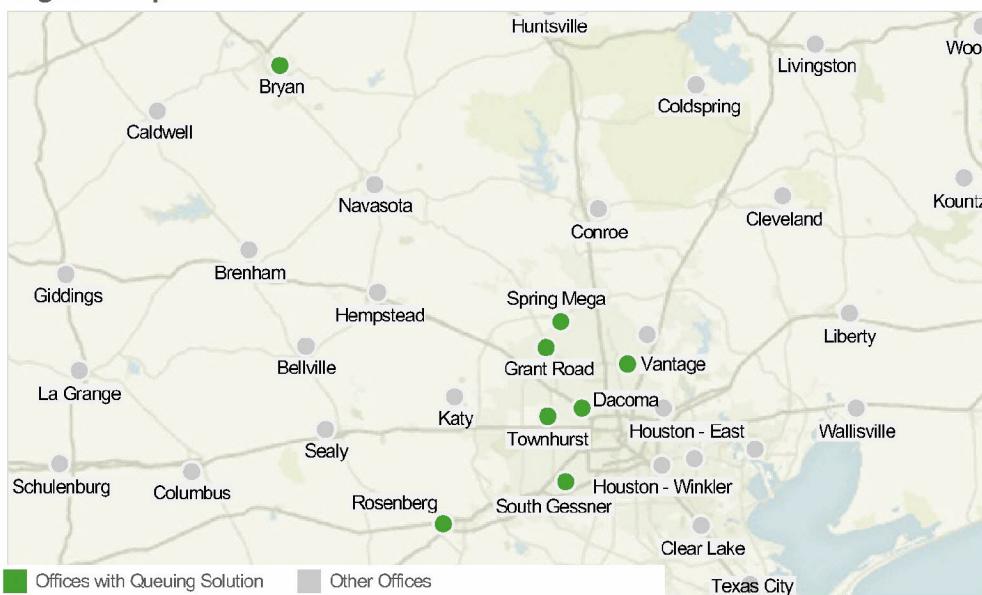
## Customer Volume and Average Waits



## Performance by Transaction Type

OfficeName	Customer Volume			Avg. Wait Time in Minutes		
	Replace & Renew	Originals	Other Types	Replace & Renew	Originals	Other Types
Bryan	667	264	198	30	40	27
Houston - Gessn..	1,805	1,001	1,126	30	46	57
Houston - Grant ..	922	351	381	20	36	10
Houston - Townh..	984	536	1,189	22	93	81
Houston - Vantage	668	291	209	16	19	9
Houston Dacoma	1,056	305	408	33	35	34

## Regional Map





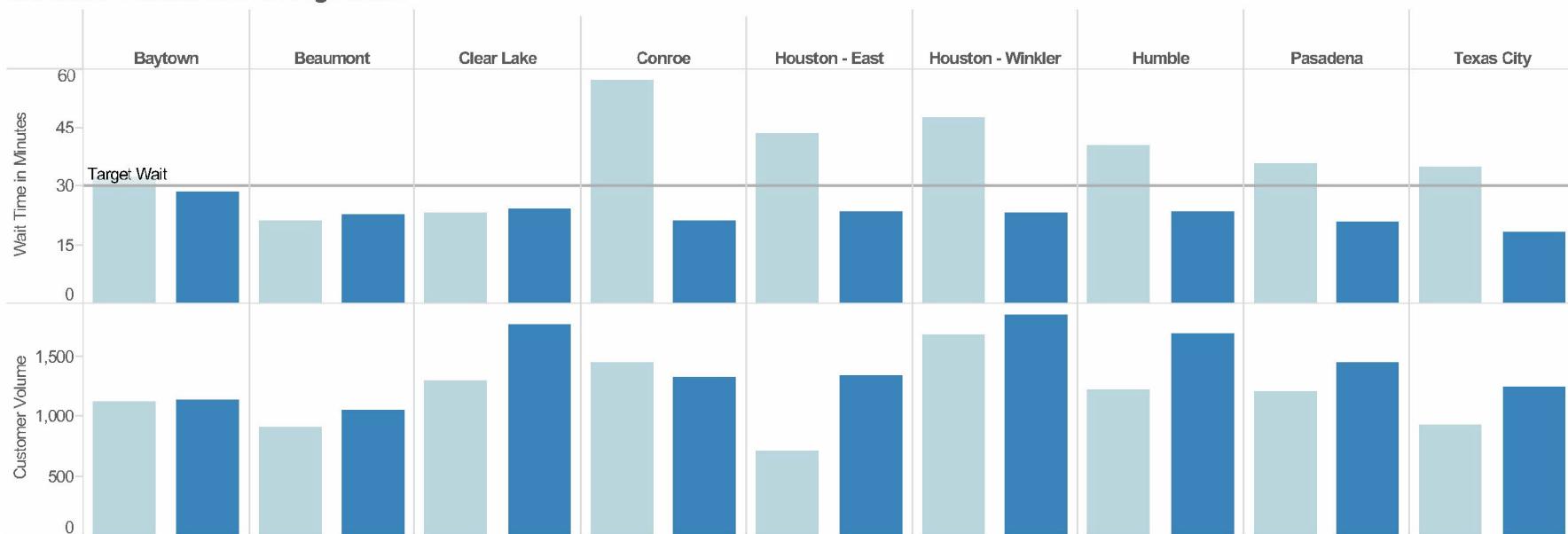
## Driver License Regional Weekly Review

Year  
2012      2013

Region 2B: East Houston

Week 20 2013: May 13 - May 17

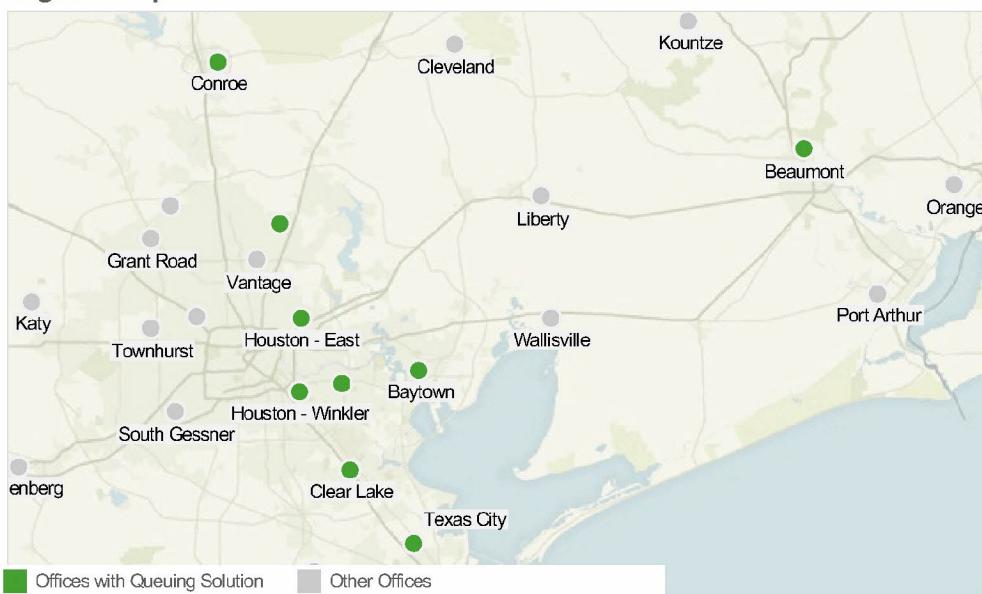
## Customer Volume and Average Waits



## Performance by Transaction Type

OfficeName	Customer Volume			Avg. Wait Time in Minutes		
	Replace & Renew	Originals	Other Types	Replace & Renew	Originals	Other Types
Baytown	486	249	225	27	46	33
Beaumont	609	158	208	22	39	23
Clear Lake	914	487	213	15	54	17
Conroe	660	235	258	19	28	24
Houston - East	474	362	312	11	30	27
Houston - Winkler	670	363	511	22	31	30
Humble	795	424	303	20	41	21
Pasadena	815	409	5	17	26	27
Texas City	614	314	172	14	25	28

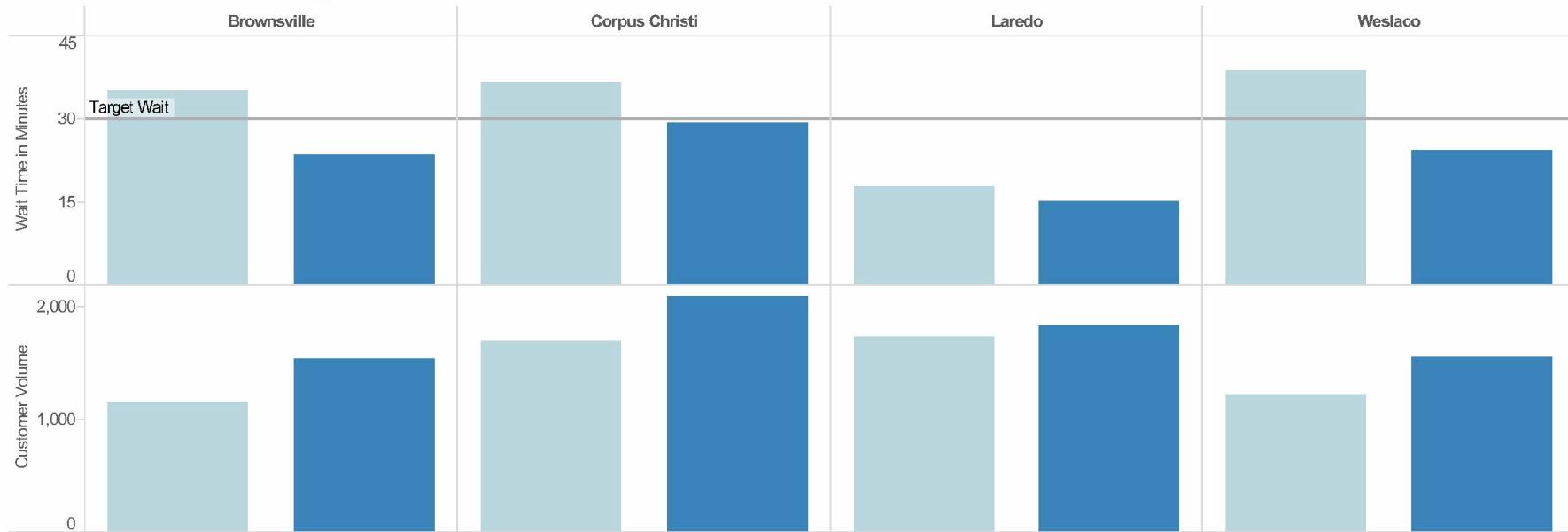
## Regional Map





## Driver License Regional Weekly Review

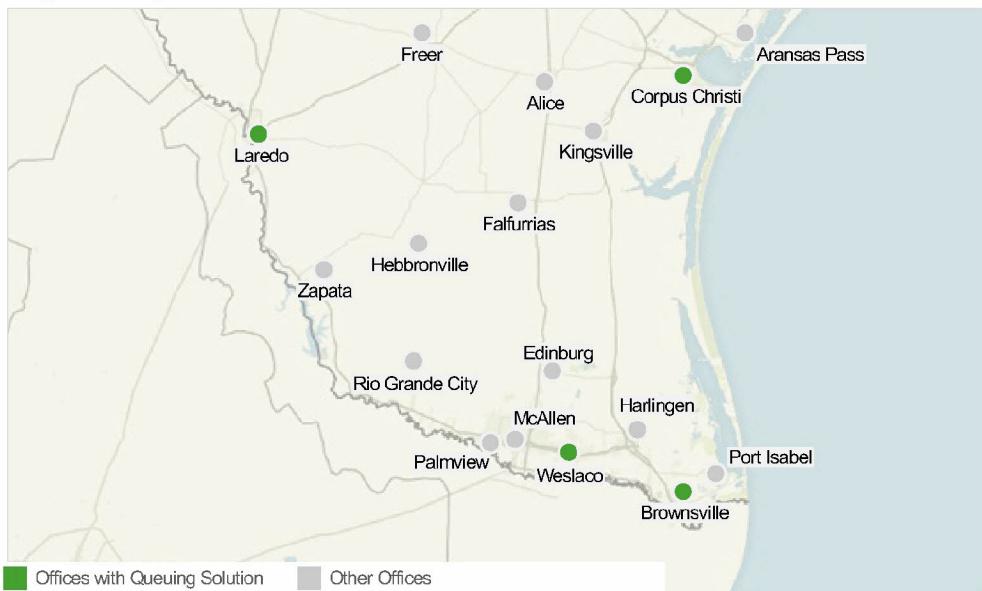
## Customer Volume and Average Waits



## Performance by Transaction Type

OfficeName	Customer Volume			Avg. Wait Time in Minutes		
	Replace & Renew	Originals	Other Types	Replace & Renew	Originals	Other Types
Brownsville	701	277	246	27	16	24
Corpus Christi	822	363	442	24	38	38
Laredo	814	383	259	10	18	16
Weslaco	609	312	183	16	26	34

## Regional Map





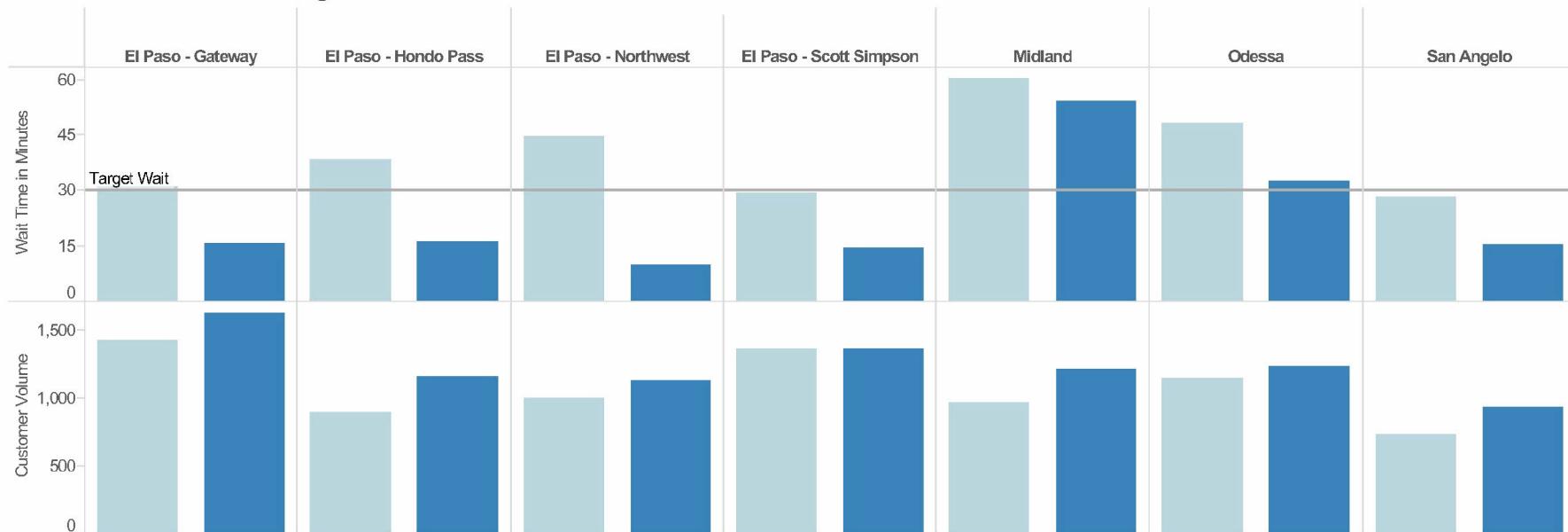
## Driver License Regional Weekly Review

Year  
2012      2013

Region 4: West Texas

Week 20 2013: May 13 - May 17

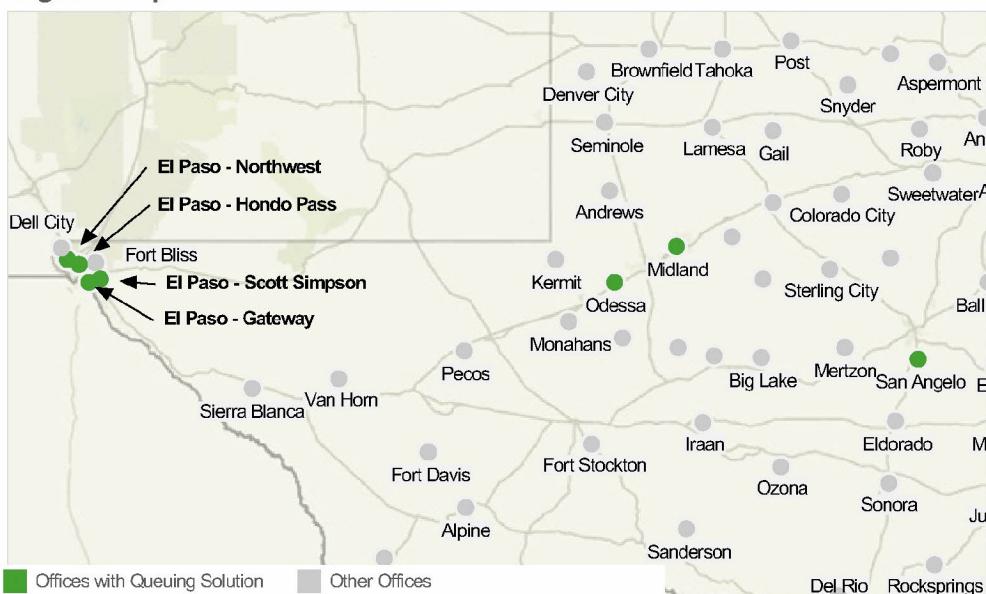
## Customer Volume and Average Waits



## Performance by Transaction Type

OfficeName	Customer Volume			Avg. Wait Time in Minutes		
	Replace & Renew	Originals	Other Types	Replace & Renew	Originals	Other Types
El Paso - Gateway	845	365	167	17.6	16.9	10.3
El Paso - Hondo Pa..	550	349	83	13.4	14.1	16.3
El Paso - Northwest	405	229	220	10.3	12.2	9.7
El Paso - Scott Sim..	698	256	162	14.8	15.8	13.2
Midland	460	293	156	56.9	86.8	66.4
Odessa	515	193	171	32.5	47.8	41.7
San Angelo	450	166	158	10.8	21.3	21.8

## Regional Map





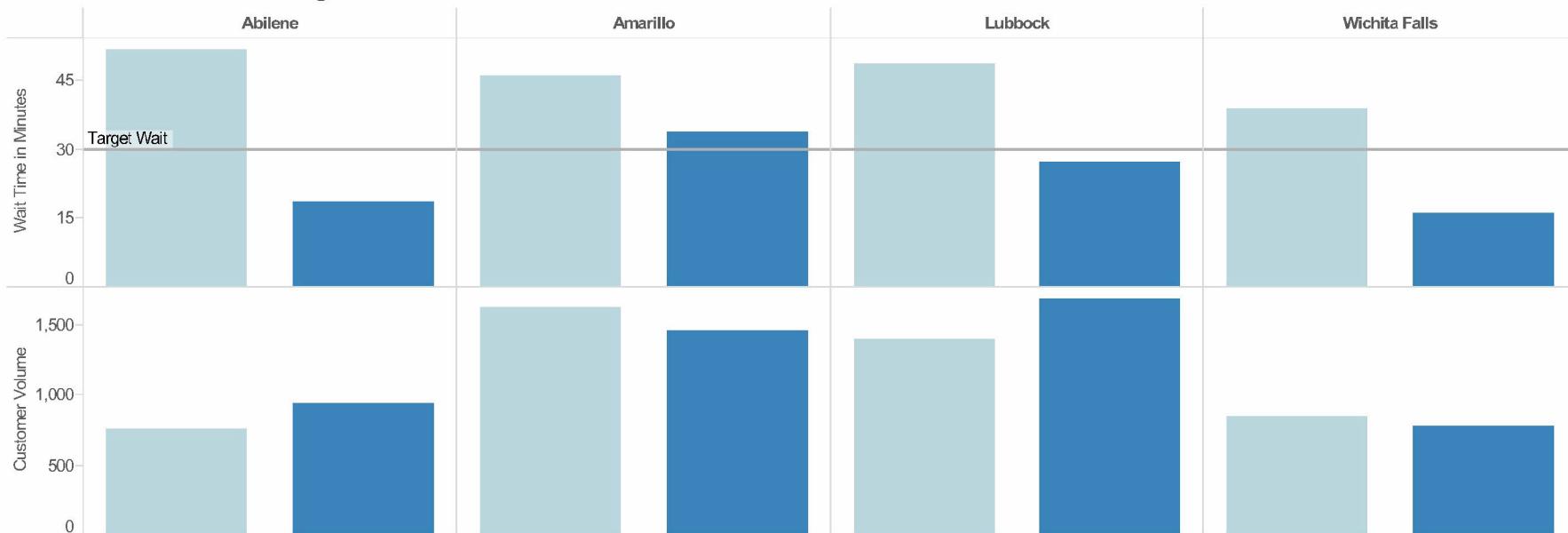
## Driver License Regional Weekly Review

Year  
2012      2013

## Region 5: Panhandle

Week 20 2013: May 13 - May 17

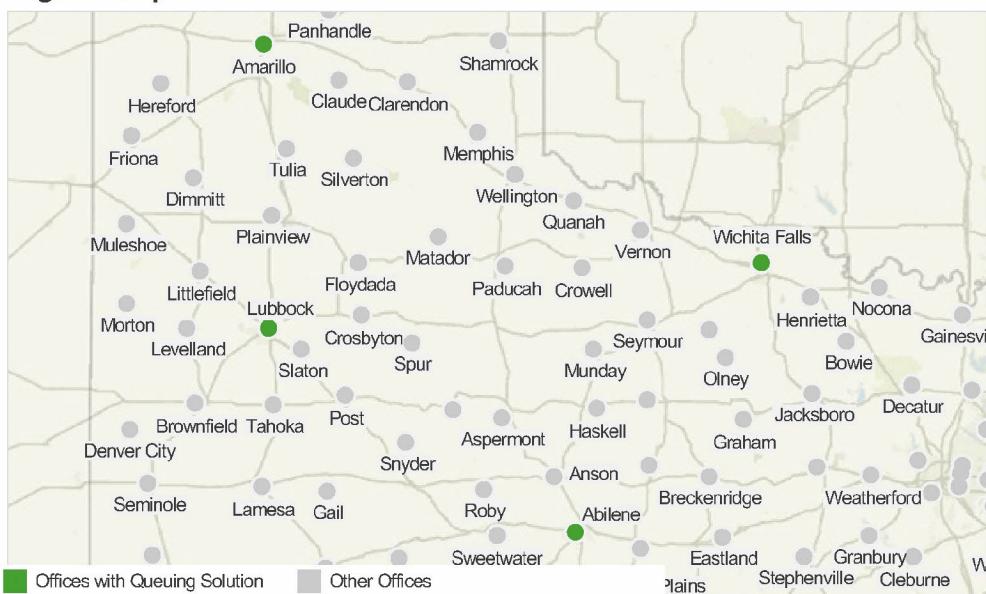
## Customer Volume and Average Waits



## Performance by Transaction Type

OfficeName	Customer Volume			Avg. Wait Time in Minutes		
	Replace & Renew	Originals	Other Types	Replace & Renew	Originals	Other Types
Abilene	440	182	177	15	21	24
Amarillo	705	244	229	21	33	34
Lubbock	789	300	365	25	37	33
Wichita Falls	421	144	118	15	21	15

## Regional Map





## Driver License Regional Weekly Review

Year  
2012      2013

Region 6A: San Antonio

Week 20 2013: May 13 - May 17

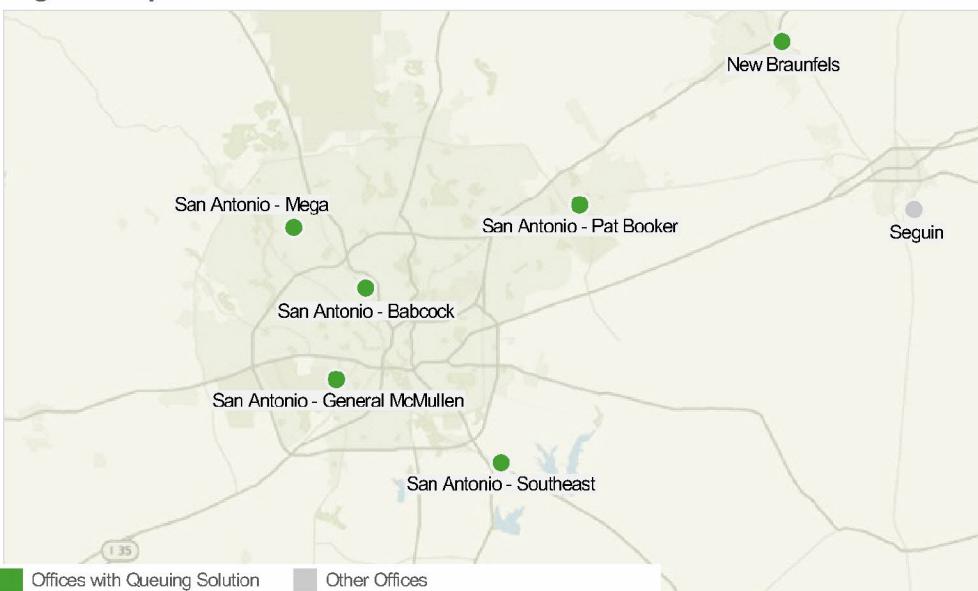
## Customer Volume and Average Waits



## Performance by Transaction Type

OfficeName	Customer Volume			Avg. Wait Time in Minutes		
	Replace & Renew	Originals	Other Types	Replace & Renew	Originals	Other Types
San Antonio - Pat Booker	1,099	481	427	17	27	25
San Antonio - General McMullen	964	360	166	25	33	26
San Antonio - Southeast	755	285	353	58	62	37
San Antonio - Babcock	857	250	322	31	37	24

## Regional Map





## Driver License Regional Weekly Review

Year  
2012      2013

Region 6B: Austin and Waco

Week 20 2013: May 13 - May 17

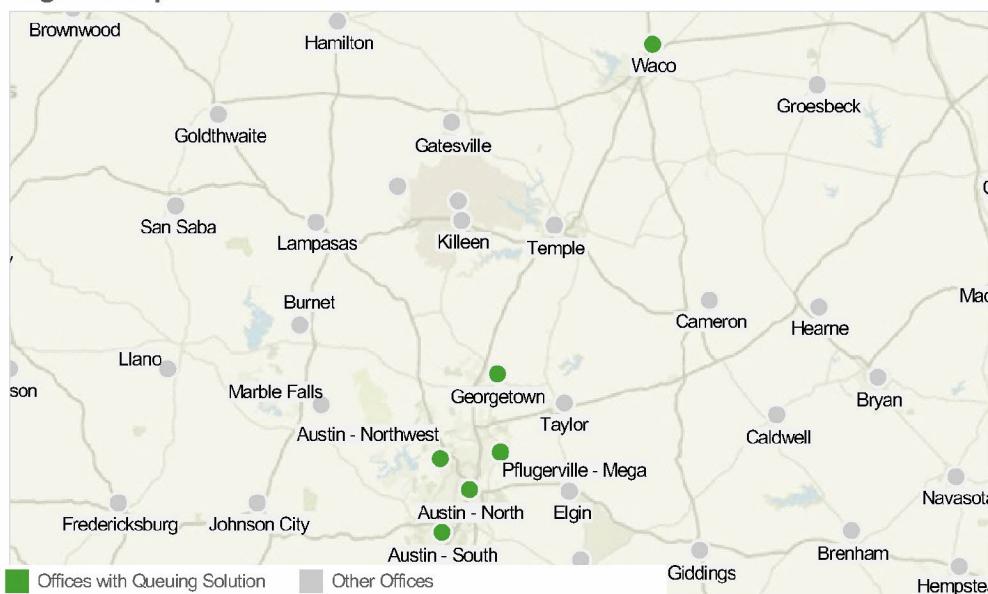
## Customer Volume and Average Waits



## Performance by Transaction Type

OfficeName	Customer Volume			Avg. Wait Time in Minutes		
	Replace & Renew	Originals	Other Types	Replace & Renew	Originals	Other Types
Austin - Northwest	851	222	293	27	31	23
Austin - South	1,413	634	448	16	19	15
Georgetown	464	178	88	11	24	20
Waco	657	250	194	17	27	19

## Regional Map



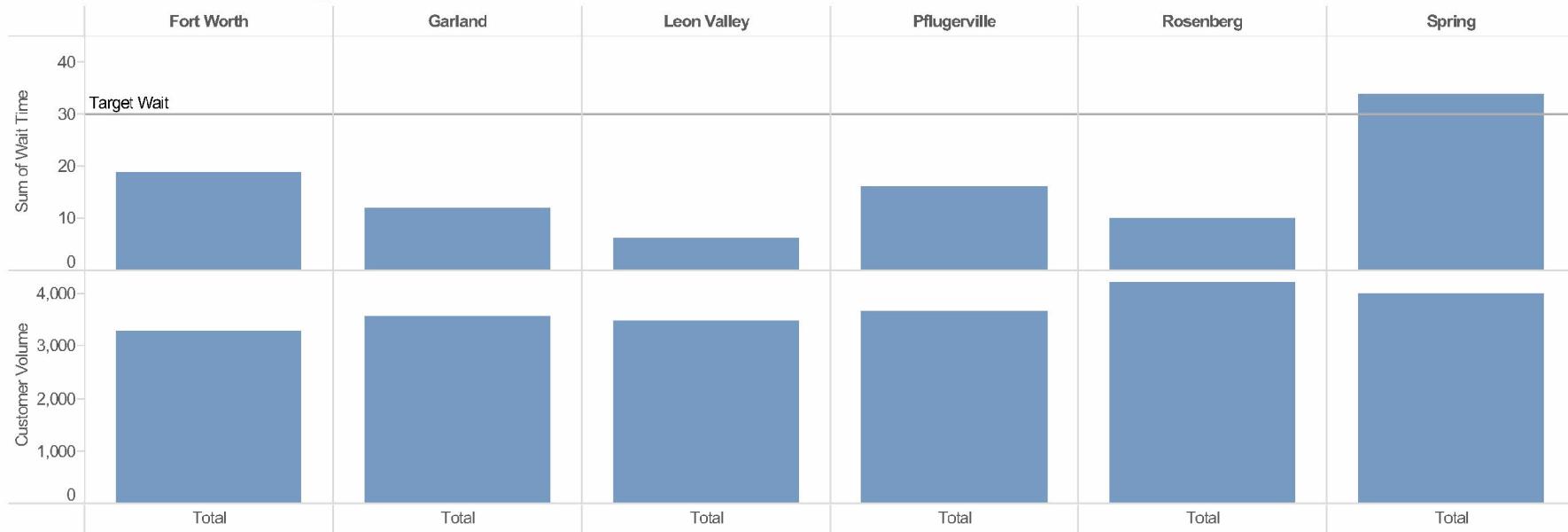


## Driver License Regional Weekly Review

Mega Centers

Week 20 2013: May 13 - May 17

## Customer Volume and Average Waits



## Performance by Transaction Type

Office	Customer Volume			Avg Wait Time in Minutes		
	Replace & Renew	Originals	Other Types	Replace & Renew	Originals	Other Types
Fort Worth	1,225	723	1,346	19	22	15
Garland	1,558	890	1,111	11	17	9
Leon Valley	1,973	960	541	6	9	4
Pflugerville	1,880	943	864	13	20	16
Rosenberg	2,250	912	1,076	8	12	11
Spring	1,723	930	165	30	49	29

## Mega Center Map

